

391600-2026 - Competition

Netherlands – Call centre – Contactfunctie Rijksoverheid 1400

OJ S 108/2026 08/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ministerie van Algemene Zaken

Email: teaminkoop@minaz.nl

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Contactfunctie Rijksoverheid 1400

Description: Dienst Publiek en Communicatie (DPC) zoekt een Opdrachtnemer voor de uitvoering van de contactfunctie via het publieksinformatienummer 1400 en de bijbehorende digitale kanalen. De geraamde waarde van de Opdracht bedraagt gemiddeld € 1.900.000 exclusief btw per jaar, derhalve € 11.400.000 exclusief btw over een looptijd van zes jaar.

Procedure identifier: d4908056-011c-47c6-a423-7fe756be743b

Internal identifier: 201865001.024.003

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 64200000 Telecommunications services, 79510000 Telephone-answering services

2.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 1 900 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Contactfunctie Rijksoverheid 1400

Description: Dienst Publiek en Communicatie (DPC) zoekt een Opdrachtnemer voor de uitvoering van de contactfunctie via het publieksinformatienummer 1400 en de bijbehorende digitale kanalen. De geraamde waarde van de Opdracht bedraagt gemiddeld € 1.900.000 exclusief btw per jaar, derhalve € 11.400.000 exclusief btw over een looptijd van zes jaar.
Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 64200000 Telecommunications services, 79510000 Telephone-answering services

Options:

Description of the options: Herzieningsclausule in het beschrijvend document

5.1.2. Place of performance

Country: Netherlands

Anywhere in the given country

5.1.3. Estimated duration

Duration: 72 Months

5.1.5. Value

Estimated value excluding VAT: 1 900 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Organisatie en personele inzet

Description: Organisatie en personele inzet

Category of award weight criterion: Weight (points, exact)

Award criterion number: 27

Criterion:

Type: Quality

Name: Kwaliteit en procesinrichting

Description: Kwaliteit en procesinrichting

Category of award weight criterion: Weight (points, exact)

Award criterion number: 23

Criterion:

Type: Quality

Name: Inzet van technologie en innovatie met meerwaarde voor deze opdracht

Description: Inzet van technologie en innovatie met meerwaarde voor deze opdracht

Category of award weight criterion: Weight (points, exact)

Award criterion number: 12

Criterion:

Type: Quality

Name: Risicobeheersing en omgaan met onvoorziene verstoringen

Description: Risicobeheersing en omgaan met onvoorziene verstoringen

Category of award weight criterion: Weight (points, exact)

Award criterion number: 10

Criterion:

Type: Quality

Name: Implementatie en transitiebeheersing

Description: Implementatie en transitiebeheersing

Category of award weight criterion: Weight (points, exact)

Award criterion number: 8

Criterion:

Type: Price

Name: Voorlichterstarief

Description: Voorlichterstarief

Category of award weight criterion: Weight (points, exact)

Award criterion number: 20

5.1.11. Procurement documents

Deadline for requesting additional information: 21/07/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/428016>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/428016>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 08/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

Information about public opening:

Opening date: 08/09/2026 12:15:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

A non-disclosure agreement is required: yes

Additional information about the non-disclosure agreement: Zie PVE. Volgt bij de uitvoering van de overeenkomst

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Rijksinkoopssamenwerking (RIS) - Arrondissementsrechtbank Den Haag

Organisation providing additional information about the procurement procedure:

Rijksinkoopssamenwerking (RIS)

Organisation providing more information on the review procedures: Rijksinkoopssamenwerking (RIS)

Organisation receiving requests to participate: Rijksinkoopssamenwerking (RIS)

8. Organisations

8.1. ORG-0001

Official name: Rijksinkoopssamenwerking (RIS)

Registration number: 1543030

Postal address: Wilhelmina van Pruisenweg 52

Town: Den Haag

Postcode: 2500 EA

Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)

Country: Netherlands

Contact point: Rozemarijn Everts

Email: contact.ris@rijksoverheid.nl

Telephone: +31 0707585678

Internet address: <https://www.rijksinkoopssamenwerking.nl/>

Other contact points:

Official name: Arrondissementsrechtbank Den Haag

Postal address: Prins Clauslaan 60

Town: Den Haag

Postcode: 2595 AJ

Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)

Country: Netherlands

Contact point: Arrondissementsrechtbank Den Haag

Email: voorlichting.rb.den.haag@rechtspraak.nl

Telephone: +31 883622200

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Den-Haag>

Roles of this organisation:

Procurement service provider

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Ministerie van Algemene Zaken
Registration number: 262176594
Postal address: Binnenhof 19
Town: Den Haag
Postcode: 2513 AA
Country subdivision (NUTS): Agglomeratie 's-Gravenhage (NL361)
Country: Netherlands
Email: teaminkoop@minaz.nl
Telephone: +31 703564367
Fax: +31 618304746
Internet address: <http://www.rijksoverheid.nl/ministeries/az>
Roles of this organisation:
Buyer

Notice information

Notice identifier/version: 5a9fd706-2a50-4243-8615-6f390665094b - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 05/06/2026 10:44:51 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Dutch
Notice publication number: 391600-2026
OJ S issue number: 108/2026
Publication date: 08/06/2026